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May 17, 2004

TELECOPIER TRANSMITTAL SHEET**TELECOPY TO:** COMMISSIONER FOR PATENTS**FAX NUMBER:** (703) 746-9195**FROM:** JOHN P. O'BANION**RE:** 09/737,274
SON5180.02A**CERTIFICATE OF FACSIMILE TRANSMISSION (37 CFR 1.8)**

I hereby certify that the enclosed:

1. **REQUEST FOR CORRECTION OF SPELLING OF INVENTOR NAME**
(Pages 1-2)
2. **SUPPLEMENTAL DECLARATION (Pages 1-4)**

are being facsimile transmitted to the United States Patent and Trademark Office (Fax No. 703-746-9195) on
17 May 2004.

JOHN P. O'BANION

(Type or print name of person signing certificate)

(Signature)

[X] Original will not follow

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NUMBER OF PAGES SENT (INCLUDING COVER SHEET): 7

IF THERE ARE ANY PROBLEMS OR QUESTIONS, PLEASE CONTACT US AT (916) 498-1010. OUR FAX NO. IS (916) 498-1074.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/737,274 Confirmation No.: 7901
Applicant : L. MICHAEL MARITZEN ET AL.
Title : AUTOMATED USAGE-INDEPENDENT AND LOCATION-
INDEPENDENT AGENT-BASED INCENTIVE METHOD AND
SYSTEM FOR CUSTOMER RETENTION
Filed : 12/12/2000
TC/A.U. : 3621
Examiner : ELISCA, PIERRE E.
Docket No. : SON5180.02A
Cust. No. : 36813

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22213-1450

REQUEST FOR CORRECTION OF SPELLING OF INVENTOR NAME

Dear Sir:

The Applicant respectfully requests:

1. That the names of the inventors be corrected as follows (correction in bold):

From: L. Michael Maritzen
Harold A. Ludtke
Yoshihiro Tsukamura-San
Tomitaka Tadafusa

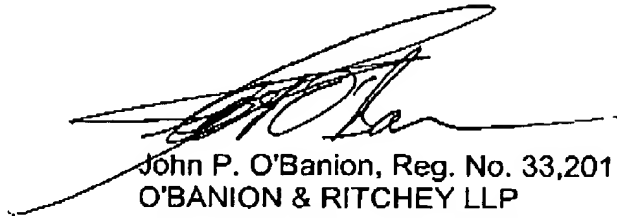
To: L. Michael Maritzen
Harold A. Ludtke
Yoshihiro Tsukamura
Tomitaka Tadafusa

2. That a corrected filing receipt be issued showing the correct name of inventor Yoshiro Tsukamura.

A Supplemental Declaration signed by Yoshihiro Tsukamura is enclosed.

Date: 5/17/04

Respectfully submitted,



John P. O'Banion, Reg. No. 33,201
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